



# **Jobs and Training**

## **THE GUIDE 2010**

Here to Help



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Jobs and Training

## THE GUIDE 2010

**This Guide sets out to help you in your search for training and work in Kensington and Chelsea. It concentrates on listing local organisations but there are, of course, lots of other places in London where you can get help. Many of the local organisations listed here will be able to refer you to organisations based outside of Kensington and Chelsea.**

The Guide is organised in four sections:

**Section One**, Jobs and Advice, has the details about places where you can either find work or where you will be given help in looking for work. Many of the organisations listed here can help you with career choices, CVs, application forms, interview techniques and confidence-building.

**Section Two**, Training and Education, lists the places where you can find further education and get training for specific jobs. Most of these organisations train you in particular skills for specific jobs while others, like the colleges listed, have a wide range of different courses that can help you to find work.

**Section Three**, Self Employment and Business Start-up, contains the organisations which can help you in setting up your own business or in strengthening your current enterprise.

**Section Four**, Information and Services, has details of organisations which can help unemployed people and those in work with things like benefit claims, housing problems, childcare and refugee issues.

**Unless otherwise noted, everything in The Guide is FREE, apart from some courses offered by Colleges.**

### Section One

#### Jobs and Advice

Jobcentre Plus . . . . .	2
Other Organisations . . . . .	3

### Section Two

#### Training and Education

Grants and Awards . . . . .	6
Further Education . . . . .	7
Computers and New Technology . . . . .	7
Construction . . . . .	9
Theatre . . . . .	9
TV and Video . . . . .	9
Young People . . . . .	10
Vocational . . . . .	10

### Section Three

#### Self Employment and Business Start-up

Business Start-up . . . . .	13
-----------------------------	----

### Section Four

#### Information and Services

Benefits . . . . .	14
Childcare . . . . .	15
Advice and Other Services . . . . .	16
Libraries . . . . .	18
Community Centres . . . . .	19

Index . . . . .	20
Map . . . . .	21

# 1

# Jobs and Advice

## Section One

### Jobcentre Plus

Jobcentre Plus is a government agency supporting people of working age (18 to 65) from welfare into work, and helping employers to fill their vacancies.

Jobcentre Plus customers will primarily be in receipt of Jobseekers Allowance, Income Support or Employment Support Allowance (previously Incapacity Benefit).

Jobcentre Plus will provide practical support and financial advice about benefits, tax credits, childcare, training, work and looking for a job.

Their advisers can:

- Give advice on training options available
- Give advice on local opportunities such as volunteering and work trials
- Advise on job opportunities and assist with applications
- Work out how much better customers could be in work
- Give advice on childcare and any help available with costs together with access to childcare information services
- Help with applying for in work benefits.

They have specialist advisers for certain client groups for example lone parents, sick and disabled customers and young people.

Jobcentre Plus also has a job brokerage arm and customers have access to a vast number of vacancies (these can also be accessed by people who are not Jobcentre Plus customers).

Full information on Jobcentre Plus services and access to their vacancy search can be found on [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### JOBCENTRE PLUS OFFICES

#### ● **North Kensington Jobcentre Plus**

**Where:** 308–312 Quayside House,  
Kensal Road, W10 5BL

**Contact:** **0845 604 3719**  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

#### ● **Hammersmith**

**Where:** Glen House,  
22 Glenthorne Road, W6 0PP

**Contact:** **020 8210 8100**

#### ● **Harlesden**

**Where:** Harlesden House,  
161 High Street, Harlesden, NW10 4TL

**Contact:** **020 8210 8500**

#### ● **Marylebone**

**Where:** 46 Lisson Grove, NW1 6TZ

**Contact:** **0845 604 3719**

#### ● **Shepherds Bush**

**Where:** 176-180 Uxbridge Road, W12 7JP

**Contact:** **020 8210 8700**

#### ● **Westminster**

**Where:** Chadwick Street, SW1P 2ES

**Contact:** **0845 604 3719**

## JOBCENTRES

### ● Fulham

Where: Waterford House, Waterford Road  
SW6 2DL

Contact: **0845 600 2773**

## Other Organisations

### ● Dalgarno Neighbourhood Trust

Where: 1 Webb Close, W10 5QB

Contact: **020 8969 6300**

**What do they do?** Work with local residents and partners to create programmes that offer education, employment and training opportunities including, ESOL, IT, Basic skills, Literacy and Numeracy classes; a range of a learning classes and workshops; youth programmes with one-to-one support and advice; pre-school and play projects; education and advice service; and a volunteer project that leads to employment and training opportunities.

A range of new projects is offered each term. Please call for current information.

### ● Ingeus

Where: 3rd Floor,  
205 Holland Park Avenue, W11 4XB

Contact: **020 7471 7800**

[www.ingeus.co.uk](http://www.ingeus.co.uk)

Email: [mbirdi@ingeus.co.uk](mailto:mbirdi@ingeus.co.uk) /  
[siwilliams@ingeus.co.uk](mailto:siwilliams@ingeus.co.uk)

**What do they do?** Ingeus provides expert, one-to-one support for unemployed people wanting to get back to work, training or education. This includes: a personal advisor; better off in work calculations; finding and applying for suitable jobs; researching and applying for suitable training or education; tailored CV support; use of computers; internet and phone; and access to health specialists and workshops for people with health conditions.

**Who for?** Unemployed people on health benefits, Job Seekers Allowance and Income Support, although you may not have to be in receipt of benefits to be eligible.

### ● Kensington Recruitment

Where: 2 Beatrice Place,  
Marloes Road, W8 5LP

Contact: **020 7937 1611**

Email: [kensington.recruitment@rbkc.gov.uk](mailto:kensington.recruitment@rbkc.gov.uk)

**What do they do?** Recruitment agency specialising in helping people with learning, physical or sensory difficulties. On-the-job training and support, help with CVs, application forms and interview techniques.

**Who for?** Unemployed people with learning, physical or sensory difficulties.

### ● **The North Kensington Learning Space**

**Where:** First Floor, North Kensington Library, 108 Ladbroke Grove, W11 1PZ

**Contact:** Librariesline on **020 7361 3010**

[www.rbkc.gov.uk/libraries/general](http://www.rbkc.gov.uk/libraries/general)

**What do they do?** Provide study facilities, career and education books and publications, newspapers and magazines. Access to fax, photocopier, computers and the internet. Learning materials to borrow.

**Who for?** People looking for work.

### ● **Migrant and Refugee Communities Forum**

**Where:** 2 Thorpe Close, W10 5XL

**Contact:** **020 8964 4815**

[www.mrcf.org.uk](http://www.mrcf.org.uk)

**Email:** [info@mrcf.org.uk](mailto:info@mrcf.org.uk)

**What do they do?** MRCF exist to promote the rights of migrants and refugees by supporting and strengthening the development of their community organisations.

### ● **Muslim Cultural Heritage Centre**

**Where:** 244 Aclam Road, W10 5YG

**Contact:** **020 8964 1496**

[www.mchc.org.uk](http://www.mchc.org.uk)

**Email:** [info@mchc.org.uk](mailto:info@mchc.org.uk)

**What do they do?** IT courses, Saturday school (this includes maths, English and Islamic studies), Quran school (for children, women and men – but different dates and times) and many more.

**Who for?** People who live in and out of the community.

### ● **NOVA New Opportunities**

**Where:** 2 Aclam Road London W10 5QA

**Contact:** **020 8960 2488**

[www.novanew.org.uk](http://www.novanew.org.uk)

**Email:** [reception@novanew.org.uk](mailto:reception@novanew.org.uk)

**What do they do?** Provide careers and training advice. Support in job seeking and job vacancy information. Job Ready courses. Workshops to help with writing CVs, covering letters and application forms. Help with interview techniques. Access to computers and courses in ICT, literacy, numeracy and ESOL. To enrol, drop-in Monday, Wednesday and Friday from 10am to 12 noon.

**Who for?** Local unemployed people.

**Qualifications available:** Computer Literacy and Information Technology entry level (entry 3); eDigital Competence Certificate (eDCC). National Skills tests for Numeracy and Literacy up to Levels 1 and 2 (GCSE level).

### ● **The Octavia Foundation**

**Where:** Emily House, 202–208 Kensal Road, W10 5BN

**Contact:** **020 8354 5678**

**Email:**

[thando.thomas@octaviahousing.org.uk](mailto:thando.thomas@octaviahousing.org.uk)

**What do they do?** The Octavia Foundation is a charity that aims to enrich the lives of individuals and local communities through their Gateways to Employment programme, which seeks to offer a range of employability training. Through this programme they offer: work placements, job search, CV writing, interview techniques training, IT, numeracy, literacy and ESOL training via local service providers and organisations. (Qualifications include BTEC, CLAIT and NVQ).

### ● **Open Age**

**Where:** 1 Thorpe Close, W10 5XL

**Contact:** 020 8964 1900

[www.openage.org.uk](http://www.openage.org.uk)

**Email:** [mwaterman@openage.org.uk](mailto:mwaterman@openage.org.uk)

**What do they do?** Provide free, confidential one-to-one advice and guidance on career options, job search strategies, CV production, online applications, mock interviews and referrals into learning and work placements; refer clients into work and support them during their first six months of employment; run regular seminar programmes where small groups explore issues of health, motivation, self-confidence and preparation for work; pre-retirement seminars which focus on changing roles, life styles and financial issues; basic computer courses and IT support drop-in sessions for job search.

**Who for?** Unemployed people aged 50 and over who live in Kensington and Chelsea or its neighbouring boroughs.

### ● **Paddington First**

**Where:** 143–145 Harrow Road, W2 1JP

**Contact:** 020 7087 8080

[www.paddingtonfirst.co.uk](http://www.paddingtonfirst.co.uk)

**Email:** [info@paddingtonfirst.co.uk](mailto:info@paddingtonfirst.co.uk)

**What do they do?** Explain how the recruitment process works, provide help with writing job application forms and CVs, interview support and help and advice with job search. Job brokerage for hospitality and catering, retail, construction, security, healthcare, office work, education and childcare, financial services, property and travel sectors available.

**Who for?** People looking for work.

### ● **Royal Borough of Kensington and Chelsea Vacancies**

**Contact:** 020 7361 3011

[www.jobs.rbkc.gov.uk](http://www.jobs.rbkc.gov.uk)

Visit the Council's website or call the above number to see current vacancies with the Council.

### ● **SMART (St. Mary Abbots Rehabilitation and Training Projects)**

**Where:** The Basement, 15 Gertrude Street, SW10 0JN

**Contact:** 020 7376 4668

[www.smartlondon.org.uk](http://www.smartlondon.org.uk)

**Email:** [antonia.smart@btconnect.com](mailto:antonia.smart@btconnect.com)

**What do they do?** Provide work experience, training, help with employment, activities and social opportunities to those affected by mental ill-health.

### ● **Third Age Foundation**

**Where:** Britannia House, 1–11 Glenthorne Road, W6 0LH

**Contact:** 020 8748 9898

[www.thirdage.org.uk](http://www.thirdage.org.uk)

**Email:** [info@thirdage.org.uk](mailto:info@thirdage.org.uk)

**What do they do?** Provide advice and action planning for those out of work, IT training, and personal development.

**Who for?** People aged 40 and over.

# 2 Training and Education

## Section Two

### Grants and Awards

#### ● Royal Borough of Kensington and Chelsea

Where: Student Support, Town Hall, Hornton Street, W8 7NX

Contact: **020 7361 3330**

[www.rbkc.gov.uk/studentsupport/general](http://www.rbkc.gov.uk/studentsupport/general)

Email: [student.support@rbkc.gov.uk](mailto:student.support@rbkc.gov.uk)

**What do they do?** Loans and support towards tuition fees.

**Who for?** Residents of Kensington and Chelsea. Rules on student support can be very complex. Speak to a staff member in Student Support or ask for the booklet titled Financial Support for Students.

#### ● Westway Development Trust

Where: 1 Thorpe Close, W10 5XL

Contact: Education Grants – Jonnie Beverley; Sports Grants – John O’Brien.

Both on **020 8962 5720**

[www.westway.org/sports/communitysport](http://www.westway.org/sports/communitysport)

Email: [jobrien@westway.org](mailto:jobrien@westway.org)

**What do they do?** Provide education grants for training which leads to a qualification which would assist employment for up to a maximum of £500 per year and fitness and sports training grants up to a maximum of £300 per year.

**Who for?** Residents of Kensington and Chelsea aged 16 and over.

	Grants and Awards	Further Education	Computers	Construction	Basic Skills / ESOL	Music	Theatre	TV and Video	Young People	Vocational
Westway Development Trust	•									
Royal Borough of Kensington and Chelsea	•									
Ealing, Hammersmith and West London College		•	•	•	•	•	•	•	•	•
Kensington and Chelsea College		•	•	•	•	•	•	•	•	•
City of Westminster College		•			•					
LEAP			•							•
London Electronics College		•	•							•
NOVA New Opportunities			•		•					
Response Community Projects			•		•					
Exchange Group			•		•					
Notting Hill Housing Trust				•						
Regeneration Trust			•		•					
ClementJames Project			•		•					•
Royal Court Theatre							•			•
The Video College								•		
Renaissance Skills Centre			•		•					•
Kensington and Chelsea Employment Projects								•		•
Westway Development Trust										•
Rugby Portobello Trust									•	
Open Age			•			•	•			
Queen's Park Media Centre						•		•		
Portobello Film Festival								•		
Mind Skills										•
Red Kite Learning										•
CDP Portobello Project										•
Kensington and Chelsea Environmental Health Training Service										•

## Further Education

**What do they do?** All three of the colleges listed below provide a huge range of different courses and facilities. They run day and evening classes, many of which lead to recognised qualifications.

**Who for?** People aged 16 and over. Many courses have concessionary rates for local and unemployed people.

**Qualifications available:** A wide range, from GCSEs to professional qualifications.

For more detail, please phone the numbers given below and ask for a prospectus which will list all the courses the college offers. You can also get prospectuses from libraries (see page 18).

**Floodlight** is an excellent guide book to further education in London and is widely available in newsagents and libraries, or online at [www.floodlight.co.uk](http://www.floodlight.co.uk)

### ● **Ealing, Hammersmith and West London College**

**Where:**

- Gliddon Road, Barons Court, W14 9BL
- The Green, Ealing, W5 5EW
- Gunnersbury Lane, W3 8UX
- Beaconsfield Road, UB1 1DP

**Contact: 08000 344 144**

[www.wlc.ac.uk](http://www.wlc.ac.uk)

### ● **Kensington and Chelsea College**

**Where:**

- Wornington Road, W10 5QQ
- Hortensia Road, SW10 OQS
- Holland Park Centre, Airlie Gdns, Campden Hill Road, W8 7AF
- Marlborough Centre, Sloane Av., SW3 3AP
- Park Walk Centre, Park Walk, SW10 0AY
- Maxilla Walk Centre, Maxilla Walk, St. Marks Road, W10 6NQ
- Transition Skills Centre, Unit 7/8 School Road, Acton, NW10 6TD

**Contact:** Course Information Line 9.30am to

5pm (4pm on Fridays).

**020 7573 5333**

Switchboard: **020 7573 3600**

[www.kcc.ac.uk](http://www.kcc.ac.uk)

### ● **City of Westminster College**

**Where:**

- North Wharf Road, W2 1LF
- Saltram Crescent, W9 3HW
- Elgin Avenue, W9 2NR
- Gateforth Street, NW8 8EH
- Cosway Street, NW1 6TH

**Contact: 020 7723 8826**

[www.cwc.ac.uk](http://www.cwc.ac.uk)

## Computers and New Technology

### ● **Exchange Group**

**Where:**

- Exchange Group, Kensington Library, Phillimore Walk, Kensington, W8 7RX
- Exchange Group, Chelsea Library, Old Chelsea Town Hall, King's Road, SW3 5EZ

**Contact: 020 7938 4121 Kensington**

**Contact: 020 7751 4362 Chelsea**

[kensington@exchangegroup.co.uk](mailto:kensington@exchangegroup.co.uk)

[chelsea@exchangegroup.co.uk](mailto:chelsea@exchangegroup.co.uk)

**What do they do?** Free training in English and Maths Skills. Free or subsidised training in Computers (Internet, Email, Word Processing, Spreadsheet, PowerPoint, or Databases) NVQs for employees in Customer Service, Business Admin and IT.

**Who for?** Adults over 19.

**Qualifications available:** City and Guilds Literacy and Numeracy, CLAIT Computers, BCS and ECDL (computers), NVQ Customer Service, Business Admin and IT.

### ● **London Electronics College**

**Where:** 20 Penywern Road, SW5 9SU

**Contact: 020 7373 8721**

[www.lec.org.uk](http://www.lec.org.uk)

**What do they do?** Engineering, electronic engineering, information and



communications technology, management, engineering design, electrical engineering, maintenance and servicing, IT practitioners and IT users.

**Who for?** Some courses are suitable for people signing on; others are full-time and students may be eligible for a grant.

**Qualifications available:** BTEC Higher National (HNC, HND), BTEC National Certificate, BTEC First Diploma, BTEC Introductory Certificate and NVQs Level 1, 2 and 3. Also Key Skills Numeracy, ESOL at Level 1, 2 and 3, Communications and ICT.

### ● **NOVA New Opportunities**

**Where:** 2 Acklam Road, London W10 5QA

**Contact:** 020 8960 2488

[www.novanew.org.uk](http://www.novanew.org.uk)

**Email:** [reception@novanew.org.uk](mailto:reception@novanew.org.uk)

**What do they do?** Computer courses in word processing, spreadsheet, database, plus internet and email. Numeracy, literacy and ESOL courses. Careers advice, CV workshops and Job Ready courses. Open learning facilities to upgrade computer skills. Outreach with laptops for community groups. Voluntary sector capacity building in computer skills training for small groups.

**Who for?** Local unemployed people. To enrol, drop-in on Monday, Wednesday or Friday between 10am and 12 noon.

**Qualifications available:** Computer Literacy and Information Technology Entry Level (entry 3); eDigital Competence Certificate (eDCC). National Skills tests for Numeracy and Literacy up to Levels 1 and 2 (GCSE level).

### ● **Open Age**

**Where:** 1 Thorpe Close, W10 5XL

**Contact:** 020 8964 1900

[www.openage.org.uk](http://www.openage.org.uk)

**What do they do?** Computer courses on Basic Skills for Employment and Preparation for CLAIT. Also deliver Basic Skills for Internet and Email, and Myguide Learn Online Courses. Open Support Sessions with help available to practise computer skills.

**Who for?** Over 50s.

### ● **Queens Park New Media Centre**

**Where:** Office 9, The Beethoven Centre, Third Avenue, W10 4JL

**Contact:** 020 8964 5891

[www.qpnmc.com](http://www.qpnmc.com)

**What do they do?** Offers a range of ICT and digital arts courses. Courses range from animated web design to music visualisation and are targeted at all levels and experiences.

**Who for?** Local residents.

### ● **Response Community Project**

**Where:** 300 Old Brompton Road, SW5 9JF

**Contact:** 020 7370 4606 /  
020 7373 3605

[www.responseprojects.org.uk](http://www.responseprojects.org.uk)

**Email:** [info@responseprojects.org.uk](mailto:info@responseprojects.org.uk)

**What do they do?** Courses include ESOL for mixed levels, Photoshop and IT. 'For Work' courses to enhance jobseekers opportunities, employability and skills.

**Who for?** Royal Borough of Kensington and Chelsea residents including asylum seekers and refugees, older people, unemployed people and those returning to work.

### ● **Regeneration Trust**

**Where:** 8-10 World's End Place, SW10 0HE

**Contact:** Paula Turton

**020 7352 3368**

**Email:** [email@trtrust.com](mailto:email@trtrust.com)

**What do they do?** Computer training for beginners, including the internet. ESOL Entry 1 and Entry 2 courses available. Free PC and internet drop-in on weekday afternoons for local residents.

**Who for?** Local people from SW10 and surrounding areas.

## Construction

### ● Kensington and Chelsea College

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**Where:** Transition Skills Centre, Unit 7/8  
School Road, Acton, NW10 6TD

**Contact:** 020 7573 5216

[www.kcc.ac.uk](http://www.kcc.ac.uk)

**What do they do?** Provide courses in brickwork, plumbing, plastering, painting and decorating. Students can also study basic construction skills on the Introductory Certificate and the Foundation Construction Diploma.

**Who for?** Specially tailored courses for people aged 14 to 19, adult learners and ex-offenders.

**Qualifications available:** City and Guilds, NVQs, Introductory and Foundation Certificates.

### ● Notting Hill Housing Trust

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**Where:** 1 Butterwick, Rear of Metro Building, W6 8DL

**Contact:** 020 8357 4668

[www.nottinghillhousing.org.uk](http://www.nottinghillhousing.org.uk)

**What do they do?** Offer support for people who want to work in construction, bricklaying, plumbing, carpentry, painting and decorating, and electrics. Six to nine months at college, followed by paid work experience on site.

**Who for?** Unemployed people aged 18 to 59.

**Qualifications available:** NVQ Level 2.

## Theatre

### ● Royal Court Studio

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**Where:** Royal Court Theatre,  
Sloane Square, SW1W 8AS

**Contact:** 020 7565 5050

[www.royalcourttheatre.com/ywp.asp](http://www.royalcourttheatre.com/ywp.asp)

**Email:** [studio@royalcourttheatre.com](mailto:studio@royalcourttheatre.com)

**What do they do?** The studio runs playwriting

groups including: the Young Writers Programme for the 18 to 25 age group; Critical Mass for black, Asian and minority ethnic writers aged 18+; Unheard Voices for Muslim playwrights aged 18 to 25; and many other courses. The studio is also the home of the Royal Court Young Writers Festival which is a biennial national playwriting competition open to anyone aged 25 and under.

**Who for?** Young people aged 18 to 25.

## TV and Video

### ● Portobello Film Festival

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**Where:** Unit 11 ACAVA,  
54 Blechynden Street, W10 6RJ

**Contact:** 020 8960 0996

[www.portobellobelfilmfestival.com](http://www.portobellobelfilmfestival.com)

**What do they do?** Organise the Portobello Film and Video Festival and produce a weekly video cafe. Work experience opportunities in administration and event management.

**Who for?** Local unemployed people.

### ● The Video College

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**Where:** 1 Thorpe Close, W10 5XL

**Contact:** 020 8964 2641

[www.thevideocollege.co.uk](http://www.thevideocollege.co.uk)

**Email:** [thevideocollege@ukonline.co.uk](mailto:thevideocollege@ukonline.co.uk)

**What do they do?** Run hands-on video production courses for people aged 18 or over. Programme includes a six-day Introduction to Video course and career advice and support. The project also runs activities for people 13 to 19 years old, including drop-in sessions, video workshops, projects and productions.

**Who for?** The project aims to involve those traditionally under-represented in the media. It welcomes applications from unemployed people and all local communities.

**Qualifications available:** OCN accreditation.

## Young People

### ● Kensington and Chelsea College

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**Where:** 17–19 Maxilla Walk,  
St. Mark's Road, W10 6NQ

**Contact:** 020 8969 9830

[www.kcc.ac.uk](http://www.kcc.ac.uk)

**What do they do?** Entry to employment, Complementary and Alternative Schools Programmes courses in Painting and Decorating, Childcare, Catering and Office Skills, Hair and Beauty, Motorcycle Maintenance, Multimedia and IT. Many programmes incorporate paid work placements. Help with literacy, numeracy and English.

**Who for?** Under 18s.

### ● Rugby Portobello Trust

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**Where:** 221 Walmer Road, W11 4EY

**Contact:** 020 7229 2928

**Email:** [info@rpt.org.uk](mailto:info@rpt.org.uk)

**What do they do?** Provide three main services – youth work, supported housing and education. Youth programmes include sport in large hall and gym, as well as drama, creative arts, IT, music technology and cooking workshops. RPT housing is available for 60 vulnerable young people aged 16 to 25. RPT Walmer Road School is a small independent school for up to 15 local young people aged 14 to 16 who are having difficulties in mainstream education.

**Who for?** Residents of Kensington and Chelsea aged 16 to 25.

### ● The ClementJames Project

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**Where:** Community Centre,  
Sirdar Road, W11 4EQ

[www.clementjames.co.uk](http://www.clementjames.co.uk)

**Email:** [alex@clementjames.co.uk](mailto:alex@clementjames.co.uk)

**What do they do?** Provide a younger person's programme, IntoUniversity, of subject-based activities, a mentoring scheme and a study support provision, which inspires young people to reach university or another chosen profession. Also provide adult learning

classes, Communicate, which teaches basic skills, ESOL and IELTS

**Who for?** The younger person's programme is for those aged eight to 18 and the adult learning classes are for those aged 18+.

## Vocational

### ● CDP Portobello Project

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**Where:** 321 Portobello Road, W10 5SY

**Contact:** 020 8962 9932

**Email:** [a.mclennon@blenheimcdp.org.uk](mailto:a.mclennon@blenheimcdp.org.uk)

**What do they do?** Work with drug and alcohol users and ex users in Kensington and Chelsea who need support returning to education, training and employment. Run accredited course 'SUNDIAL'; which helps participants back to work. Non-accredited workshops on soft skills and are able to give advice and guidance.

**Who for?** Work with drug and alcohol users and ex users in Kensington and Chelsea.

### ● LEAP (Local Employment Access Projects)

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**Where:** Harriet Tubman House,  
Hazel Road, NW10 5PP

**Contact:** 020 8962 1900

[www.leap.org.uk](http://www.leap.org.uk)

**Email:** [leaphq@leap.co.uk](mailto:leaphq@leap.co.uk)

**What do they do?** LEAP provide a recruitment service and have developed and delivered job-readiness programmes for unemployed people, combining attitudinal training with employability skills and long-term participant follow up. The cornerstone of LEAP's training is a three week intensive course that boosts confidence, motivation and self esteem. Access to IAG advisors, computers, internet, phone, fax and IT courses.

**Who for?** Unemployed people who might find it difficult to secure employment by other means, often as a result of the multiple barriers they might face.

**Qualifications available:** OCN Level 1 and OCN Level 2 Accreditations.

### ● **Kensington and Chelsea Mind - Skills Development Service**

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**Where:** Unit 3, Acklam Road Workshops, 10 Acklam Road, W10 5QZ

**Contact:** 020 8960 6777

[www.kcmind.org.uk](http://www.kcmind.org.uk)

**Email:** [skillsdevelopment@kcmind.org.uk](mailto:skillsdevelopment@kcmind.org.uk)

**And:** Project Hut, Meanwhile Wildlife Garden, 154 Kensal Road, W10 5BN

**Contact:** 020 8960 6336

[www.kcmind.org.uk](http://www.kcmind.org.uk)

**Email:** [garden@kcmind.org.uk](mailto:garden@kcmind.org.uk)

**What do they do?** The Acklam Road site provides City and Guilds Level One Painting and Decorating and eDDC Certificate IT training. Garden site provides City and Guilds Level One Gardening. Work on a personalised basis for each individual including work experience.

**Who for?** Residents of Kensington and Chelsea aged 18 to 65 who are currently unemployed as a result of severe and enduring mental illness, or those eligible for CPA and referred via Community Mental Health Teams.

### ● **Red Kite Learning**

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**Where:** 5–13 Trinity Street, SE1 1DB

**Contact:** 020 7928 9400

**Email:** [reception@rkl.org.uk](mailto:reception@rkl.org.uk)

**What do they do?** Provide advice and guidance and training to people who are unemployed. Specialist disclosure advice available for (ex-)offenders. Employment preparation workshop on offer: CV writing, interview skills, confidence building, goal-setting and skills recognition. Vocational training available: CLAIT, Food Hygiene and CSCS (Construction Skills Certification Scheme).

**Who for?** People looking for advice, guidance, training and work. Offenders under supervision can be seen in their probation office.

### ● **Renaissance Skills Centre**

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**Where:** 244 Acklam Road, W10 5JJ

**Contact:** 020 7575 3105

[www.reskills.org](http://www.reskills.org)

**What do they do?** Full-time and part-time courses from beginner (Level 1) to advance (Level 3) in Microsoft Office, Business Administration, Customer Services, and Childcare. Flexible part-time courses from Entry levels to Level 1 in Basic Skills, Key Skills and ESOL.

**Who for?** Courses are free to local people including young local residents. Childcare and travel allowances are possible.

### ● **Royal Borough of Kensington and Chelsea Employment Projects**

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**Where:** Kensington Town Hall, Hornton Street, W8 7NX

**Contact:** Jan Houldsworth, Julia Marcus or Fiona Low on 020 7361

**2943/3722/3271**

**What do they do?** Provide job search support for people wanting to access employment or training, or simply improve confidence. This can involve one-to-one support, confidence and motivation building and other industry-related workshops, advice and/or work placements according to individual's needs.

**Who for?** Those aged 18+. Eligibility rules will apply according to funding regulations. Priority is given to residents of the Royal Borough.

### ● **Open Age**

**Where:** Community Venues across RBKC, Open Age Positive Age Centre and New Horizons Centre

**Contact :** **020 8964 1900**

[www.openage.org.uk](http://www.openage.org.uk)

**Email:** [mail@openage.org.uk](mailto:mail@openage.org.uk)

**What do they do?** Offer over 100 weekly courses for people over 50 including IT, creative and performing arts, physical activity, languages and much more.

**Who for?** Local residents aged 50 and over.

### ● **Royal Borough of Kensington and Chelsea Public Health Training Service**

**Where:** Council training rooms and external venues

**Contact:** **020 7361 3002**

[www.rbkc.gov.uk/publichealthtraining](http://www.rbkc.gov.uk/publichealthtraining)

**Email:** [publichealth.training@rbkc.gov.uk](mailto:publichealth.training@rbkc.gov.uk)

**What do they do?** The training service offers a range of public health, health and safety, and food safety courses. Candidates may join open courses or, subject to criteria, courses may be run in-house.

**Who for?** Course fees are published on the website. Typical candidates come from small and medium sized businesses, residents, unemployed, health and social care, childcare, education, voluntary organisations and community groups, and those looking for a career change.

**Qualifications available:** Accredited certificate courses ranging from Levels 1 to 4 (and Council developed non-accredited courses) in public health, health and safety, food safety, and nutrition.

### ● **Westway Development Trust**

**Where:** 1 Thorpe Close, W10 5XL

**Contact:** John O'Brien on

**020 8962 5720**

[www.westway.org/sports/communitysport](http://www.westway.org/sports/communitysport)

**What do they do?** With local partners, the Trust organises a programme of courses related to sport and fitness which varies from year to year. Please call, or check the Trust's website [www.westway.org](http://www.westway.org) for current details.

**Who for?** Local people aged 18 to 45. If unemployed or low income, may be eligible for a grant.

**Qualifications available:** NVQ Level 2.

# 3

# Self Employment and Business Start-up

## Section Three

### Enterprise

#### ● **Portobello Business Centre**

**Where:** 11–12 Barley Shotts Business Park, 246 Acklam Road, W10 5YG

**Contact:** **020 7460 5050**  
[www.pbc.co.uk](http://www.pbc.co.uk) Email: [info@pbc.co.uk](mailto:info@pbc.co.uk)

**What do they do?** Provide advice and information for people wanting to start their own business or become self-employed. Business advisors can help with business start-up and continuing growth and expansion. Help with loans and grants, planning, cashflow forecasts, market research, sales and marketing, and financial management. Seminars on specific topics like restaurants, music business and fashion.

IT Centre with short courses in web-page creation, navigating the Web, word processing, spreadsheets, desktop publishing, the Internet and E-commerce.

**Who for?** No restrictions, but fees are payable for some courses.

**Qualifications available:** OCN accredited Level 2 Running a Small Business, Customer Service, ITQ, Health and Social Care, Business Admin, Adult Literacy and Numeracy Level 1 and 2 plus other short courses.

#### ● **The Prince's Trust Business Programme**

**Where:** 18 Park Square East, NW1 4LH

**Contact:** **020 7543 1400**  
[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

**What do they do?** A comprehensive support package available for young people who want to start up in business including specialist support and help to build a business plan. Loan funding is also a possibility.

**Who for?** People aged 18 to 30 who are unemployed and those working no more than 16 hours per week.

### Business Training

#### ● **RESPONSE Industry Skills and Training**

**Where:** Ealing, Hammersmith and West London College, Gunnersbury Lane, Acton, W3 8UX

**Contact:** **0845 833 2328**  
[www.response.wlc.ac.uk](http://www.response.wlc.ac.uk)  
Email: [response@wlc.ac.uk](mailto:response@wlc.ac.uk)

**What do they do?** Tailor-made business solutions. Courses in Care, Business and Management, Hospitality and Catering, Construction, Media and Information and Communication Technologies (ICT).

**Who for?** Local and pan-London business. Can identify individual training needs and deliver bespoke training and innovative approaches to employer engagement.

**Qualifications available:** At all levels. NVQs and Skills for Life qualifications are available through the Train to Gain scheme and offer training opportunities through apprenticeships in a number of sectors.

● **Kensington and Chelsea College - First Class, First Choice for Business**

**Where:** Wornington Centre, Wornington Road, W10 5QQ.

**Contact:** 020 7573 1505

**Email:** solutions@kcc.ac.uk

**What do they do?** Offer a range of services for business including recruitment, apprenticeships and other work based training. Also run a free business club and a range of programmes to assist businesses and employees faced with redundancy.

**Who for?** Business owners, employers and their employees.

**Qualifications available:** NVQs in the workplace, Skills for Life, apprenticeships and customised training.

# Information and Services for Unemployed People

# 4

## Section Four

## Benefits

### JOBCENTRE PLUS

Jobcentre Plus provides financial help via working age benefits.

There are many circumstances where financial support may be required including:

- Able to work and looking for work
- Bringing up children
- Sick or disabled

Full details of benefit entitlement can be found via [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### Jobcentre Plus Offices

#### North Kensington Jobcentre Plus

Postcodes (parts of) W8, W10, W11

Where: 308–312 Quayside House, Kensal Road, W10 5BL

Contact: 0845 604 3719

#### Hammersmith

Postcodes (parts of) W14 and W6

Where: Glen House, 22 Glenthorne Road, W6 0PP

Contact: 020 8210 8100

#### Harlesden Postcodes (parts of) NW10

Where: Harlesden House, 161 High Street, Harlesden, NW10 4TL

Contact: 020 8210 8500

#### Marylebone Postcodes (parts of) NW8, NW1, W2 and W9

Where: 46 Lisson Grove, NW1 6TZ

Contact: 0845 604 3719

### Shepherds Bush

Postcodes (parts of) W12 and NW10  
Where: 176–180 Uxbridge Road,  
W12 7JP. Contact: 020 8210 8700

### Westminster

Postcodes (parts of) SW1 and W1  
Where: Chadwick Street, SW1P 2ES  
Contact: 0845 604 3719

**Fulham** Postcodes (parts of) SW3, SW5,  
SW6, SW7, SW10

Where: Waterford House,  
Waterford Road, SW6 2DL  
Contact: 020 8210 8100

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## TAX CREDITS

Tax Credits offer extra financial support to help with your everyday costs; they are flexible and change whenever your life changes. There are two types of tax credits – Child Tax Credit and Working Tax Credit, both of which you may be eligible for.

- Child Tax Credit is a payment created to support families, or individuals with at least one child or young person who they are responsible for.
- Working Tax Credit is additional financial support for workers on a low income and can be claimed even if you do not have any children.

For more information on eligibility and how to claim tax credits, please ring **0845 300 3900**.

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

## HOUSING BENEFIT AND COUNCIL TAX BENEFIT

If you have problems paying your rent or council tax you can make a claim. The Benefits Service helps people on low incomes and you do not need to be out of work or receiving other benefits to get help. For further advice, contact Customer Service Centre, Ground Floor, Town Hall, Hornton Street W8 7NX Monday to Friday: 8.30am to 5pm.

### Call Benefitsline: **020 7361 3006**

available from Monday to Friday between 9am to 5pm.

[www.rbkc.gov.uk/benefits](http://www.rbkc.gov.uk/benefits)

## Childcare provision and careers

There are a variety of day nurseries, community nursery centres, nursery schools and crèches in the Royal Borough which can look after your children while you are working. The Council also keeps a list of registered childminders.

### ● Family Information Service

**Where:** PIRS, 49 Pembridge Villas,  
London W11 3ES

**Contact:** **020 7361 3302**

[www.rbkc.gov.uk/fis](http://www.rbkc.gov.uk/fis)

**Email:** [fis@rbkc.gov.uk](mailto:fis@rbkc.gov.uk)

**What do they do?** Provide free information and advice on all aspects of childcare and early years education of birth to 19 years old in Kensington and Chelsea, including preschools and playgroups, nurseries, holiday playschemes, breakfast clubs, childminders and out of school activities, childcare funding, activities for birth to 19 and children's centres.

The Family Information Service also provides information and advice on childcare careers and training, including becoming a registered childminder or opening a childcare setting, and can send a list of job vacancies in the field that is updated regularly.

The Family Service Directory on services for families and children in the borough is also available.

**Who for?** Local residents.



### ● Children's centres

**Chelsea Open Air Nursery** 51 Glebe Place, SW3 5JE. Contact: 020 7352 8374  
Email: [info@coans.rbkc.sch.uk](mailto:info@coans.rbkc.sch.uk)

**Clare Garden's Children's Centre**  
349 Westbourne Park Road, W11 1EG  
Contact: 020 7727 2725

**Cheyne Children's Centre**  
10 Thorndike Close, SW10 0ST  
Contact: 020 7349 1650  
[infocheynechildrenscentre@rbkc.gov.uk](mailto:infocheynechildrenscentre@rbkc.gov.uk)

**St. Anne's Nursery School** The Latimer Building, 194 Freston Road, W10 6TT  
Contact: 020 8969 1024  
Email: [admin@st-annes.rbkc.sch.uk](mailto:admin@st-annes.rbkc.sch.uk)

**Latymer Family Centre**  
154 Freston Road, W10 6TR  
Contact: 020 8969 9327

**Golborne Children's Centre** 2a Bevington Road, W10 5TN. Contact: 0208 968 5622  
Email: [info@golborne.rbkc.sch.uk](mailto:info@golborne.rbkc.sch.uk)

**Maxilla Children's Centre**  
4 Maxilla Walk  
Kingsdown Close, W10 6NQ  
Contact: 020 8960 3981  
Email: [info@maxilla.rbkc.sch.uk](mailto:info@maxilla.rbkc.sch.uk)

**St. Cuthberts with St. Matthias CE Primary School and Earl's Court Children's Centre** Warwick Road, SW5 9UE  
Contact: 020 7373 8225

**Violet Melchett Children's Centre**  
30 Flood Street, SW3 5RR  
Contact: 020 7938 8621  
Email: [infovmchildrenscentre@rbkc.gov.uk](mailto:infovmchildrenscentre@rbkc.gov.uk)

**St. Quintin Children's Centre** 4 Maxilla Walk  
Kingsdown Close, W10 6NQ  
Contact: 020 8969 0826

## Advice and Other Services

### ● Action Disability Kensington and Chelsea

**Where:** Whitstable House, Silchester Road, W10 6SB

**Contact: 020 8960 8888**

[www.adkc.org.uk](http://www.adkc.org.uk)

[lifelonglearning@adkc.org.uk](mailto:lifelonglearning@adkc.org.uk)

**What do they do?** Provide a centre dedicated to helping people who are physically or sensory impaired to learn and participate. Courses available in IT, Computing, Visual Arts, Crafts, Design, Sport, Health and Fitness.

**Who for?** Disabled people with physical, sensory or hidden impairments who live or work in Kensington and Chelsea.

### ● Al Hasaniya Moroccan Women's Centre

**Where:** Bays 4 and 5, Trellick Tower, Golborne Road, W10 5PL

**Contact: 020 8969 2292**

[www.al-hasaniya.org.uk](http://www.al-hasaniya.org.uk)

[contact@al-hasaniya.org.uk](mailto:contact@al-hasaniya.org.uk)

**What do they do?** Provide help and support to Moroccan and Arabic-speaking women and their families. Contact for current projects.

### ● Blenheim CDP Insight

**Where:** 51 Golborne Road, W10 5NR

**Contact: 020 8960 5510**

[insight@blenheimcdp.org.uk](mailto:insight@blenheimcdp.org.uk)

**What do they do?** A diverse and professional service offering structured psychosocial interventions for young people living with, or affected by, substance misuse issues. Services include: open access drop-in, one-to-one sessions, sexual health advice and peer support

**Who for?** 12 to 25 for both males and females. Women only sessions also take place.

### ● **Connexions**

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**Where:** 125 Freston Road, W10 6TH

**Contact:** **020 7938 8008**

[www.connexions-direct.com](http://www.connexions-direct.com)

[connexion@rbkc.gov.uk](mailto:connexion@rbkc.gov.uk)

**What do they do?** Connexions offers young people advice, guidance and support on a range of issues such as education, training, jobs, money and lifestyle decisions, to help them make a smooth transition to adulthood and working life.

Connexions Personal Advisers are located in schools, colleges and youth service provisions throughout the borough. In addition to impartial and confidential information advice and guidance, they also provide pre E2E courses Goals to Achievement, as well as other personal and professional development opportunities.

**Who for?** Young people aged 13 to 19 (or up to 25 with special needs).

### ● **Chelsea Citizens Advice Bureau**

---

**Where:** Chelsea Old Town Hall, King's Road, SW3 5EE

**Contact:** **0870 122 2313**

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**What do they do?** Advice and information on benefits, employment, housing, the law, debt and discrimination.

**Who for?** People who live, work or study in Kensington and Chelsea.

### ● **Kensington Citizens Advice Bureau**

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**Where:** Westway Information Centre, 140 Ladbroke Grove, W10 5ND

**Contact:** **0870 122 2313**

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**What do they do?** Advice and information on benefits, employment, the law, debt and discrimination.

**Who for?** People who live, work or study in Kensington and Chelsea.

### ● **North Kensington Law Centre**

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**Where:** 74 Golborne Road, W10 5TS

**Contact:** **020 8969 7473**

[www.nklc.co.uk](http://www.nklc.co.uk)

**What do they do?** Advice and help with immigration, housing, employment, education and welfare benefits.

**Who for?** NKLC can only see people who are eligible for Legal Aid, i.e. people on a low income or on benefits.

### ● **New Citizens Voice**

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**Where:** Canalside House, 383 Ladbroke Grove, W10 5AA

**Contact:** **020 7751 5829**

[www.newcitizensvoice.com](http://www.newcitizensvoice.com)

**What do they do?** New Citizens Voice run a series of citizenship workshops aimed at new citizens aged eight to 80+. The workshops build on the varied experience of participants from all over the world and provide insights into British culture and the political system. The aim is to show how citizens can play a more active role in the community and how they can make their voice heard.

### ● **Nucleus Legal Advice Centre**

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**Where:** 298 Old Brompton Road, SW5 9JF

**Contact:** **020 7373 4005 / 020 7373 6262**

[www.nucleus.org.uk](http://www.nucleus.org.uk)

**What do they do?** Advice and representation on benefits, housing, debt, and general legal matters. Interpretation available by arrangement. Drop-in on Monday between 1.30 and 4.30pm; Tuesday between 3.30 and 6pm; and Thursday from 10am to 12.30pm. Otherwise, you will be seen by appointment. Outreach at World's End Neighbourhood Advice Centre, 2 World's End Place, SW10 0HE. Fridays 10.30am to 1pm.

**Who for?** People who work or live in SW3, SW5, SW7, SW10, W8 and W14. Will not advise landlords or employers.

### ● **Volunteer Centre Kensington and Chelsea**

---

**Where:** Canalside House,  
383 Ladbroke Grove, W10 5AA

**Tel/Minicom:** **020 8960 3722**

**Contact:** Eli Wislocka

Monday to Friday from 10am to 5pm.

[www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)

**What do they do?** Help volunteers find the right placement with organisations in Kensington and Chelsea. Other projects include Stepping Stones (helping people with supported needs to volunteer), and New Deal for the voluntary sector (providing work placements for long-term unemployed clients).

**Who for?** There is a placement or project to suit everyone.

### ● **World's End Neighbourhood Advice Centre**

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**Where:** 2 World's End Place, SW10 0HE

**Contact:** **020 7351 5749**

[www.wenac.org.uk](http://www.wenac.org.uk)

**What do they do?** Advice and representation on housing, welfare, benefits and debt.

**Who for?** Residents of Cremorne ward only.

## Public Libraries

Libraries provide an excellent free resource. They have newspapers magazines and internet access for job searching; information about further education, including college prospectuses; and careers information. The Central Library holds an annual Open University open day and is a designated OU materials holding point. Call for opening times.

### ● **Central Library**

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Phillimore Walk, W8 7RX

### ● **North Kensington Library**

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108 Ladbroke Grove, W11 1PZ

### ● **Brompton Library**

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210 Old Brompton Road, SW5 0BS

### ● **Chelsea Library**

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Chelsea Old Town Hall,  
King's Road, SW3 5EZ

### ● **Notting Hill Gate Library**

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1 Pembridge Square, W2 4EW

### ● **Kensal Library**

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20 Golborne Road, W10 5PF

Contact Librariesline on:

**020 7361 3010**

[www.rbkc.gov.uk/libraries/general](http://www.rbkc.gov.uk/libraries/general)

Email: [libraries@rbkc.gov.uk](mailto:libraries@rbkc.gov.uk)

## Community Centres

Local community centres provide a range of different services like training courses, careers guidance and childcare, which may be useful when you are looking for work.

### **Muslim Cultural Heritage Centre**

244 Acklam Road, W10 5YG

**Tel: 020 8964 1496**

### **Chelsea Theatre**

World's End Place, King's Road, SW10 0DR

**Tel: 020 7349 7815**

### **Dalgarno Community Centre**

1 Webb Close, Dalgarno Way, W10 5QB

**Tel: 020 8969 6300**

### **The Harrow Club**

187 Freston Road, W10 6TH

**Tel: 020 8969 2528**

### **The Clement James Centre**

95 Sirdar Road, W11 4EQ

**Tel: 020 7221 8810**

[alex@clementjames.co.uk](mailto:alex@clementjames.co.uk)

### **Venture Centre**

103a Wornington Road, W10 5YB

**Tel: 020 8960 3234**

## Useful Websites

**A to Z of Council Services:** The Council has an online A to Z directory of services and organisations in the borough. All sorts of organisations are listed – not just Council-related ones. Go to:  
[www.rbkc.gov.uk/az](http://www.rbkc.gov.uk/az)

**Careers Advice:** Offer advice on courses, CVs, what to do if you are made redundant, and much more. To enquire, please call 0800 100 900 or go to their website [www.careersadvice.direct.gov.uk](http://www.careersadvice.direct.gov.uk)

**Carers Direct:** Caring for someone can be very difficult and many people find that they need extra help and advice with the care that they provide. This website is a portal to information, advice and support for carers both locally and nationally. Go to [www.nhs.uk/Carersdirect](http://www.nhs.uk/Carersdirect) or telephone helpline 0808 802 0202.

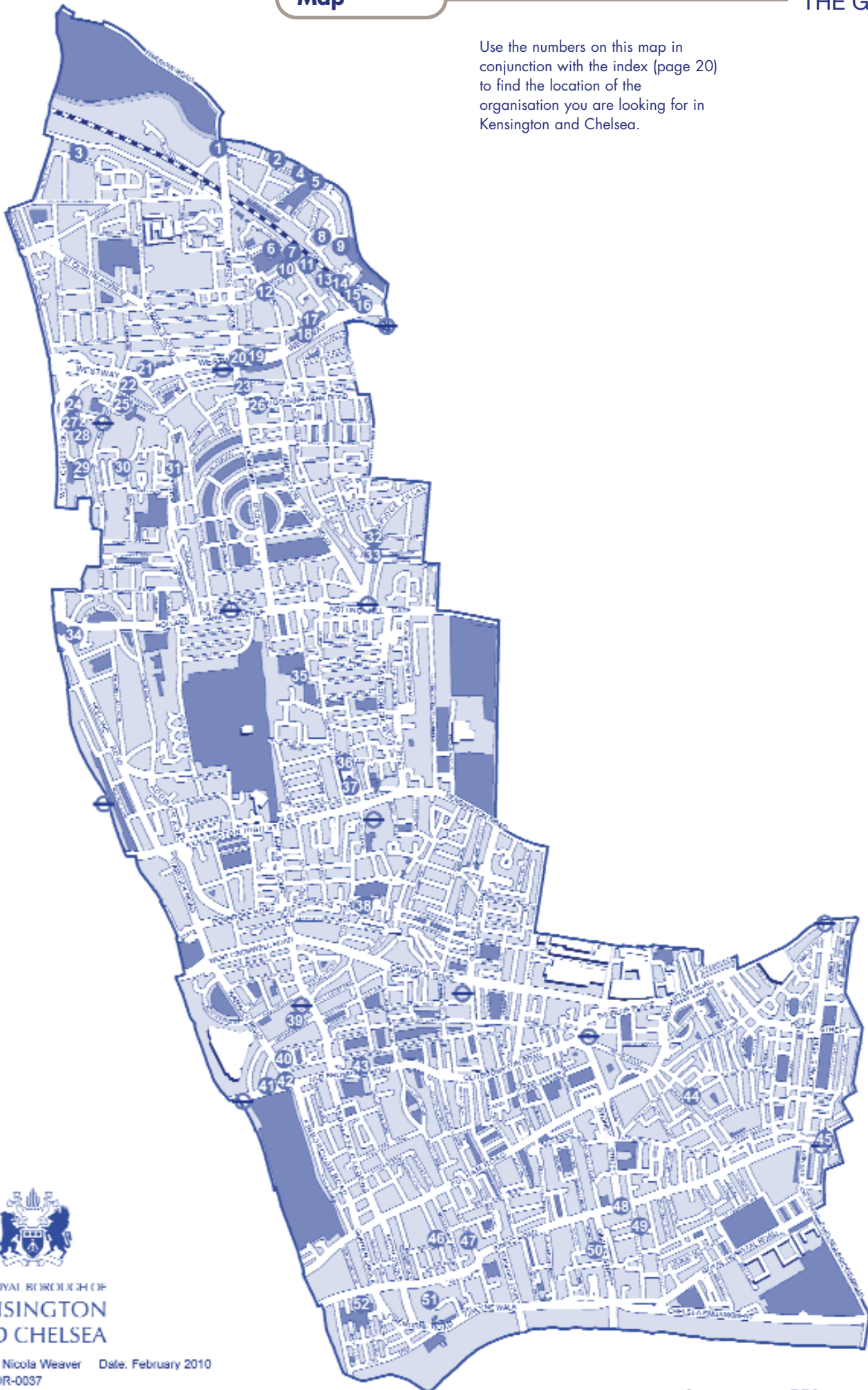
To find out about carers and employment, go to [www.direct.gov.uk/en/CaringForSomeone/CarersAndEmployment](http://www.direct.gov.uk/en/CaringForSomeone/CarersAndEmployment)

**Directgov:** Portal to public service information, including directories, online services, news and information of relevance to specific groups. Go to [www.direct.gov.uk](http://www.direct.gov.uk)

**Learndirect:** Operates a network of online learning centres in England, Wales and Northern Ireland, providing access to a range of e-learning opportunities. Learndirect's flexible learning is available to adults wanting to improve existing skills or to learn new ones. To enquire about learndirect courses, please call the helpline on **0800 101 901** or go to [www.learndirect.co.uk](http://www.learndirect.co.uk).

Map ref.	PAGE	Map ref.	PAGE
22	Action Disability Kensington and Chelsea . . .		16
9	Al Hasaniya Moroccan Women's Centre . . .		16
11	Blenheim CDP Insight . . . . .		16
43	Brompton Library . . . . .		18
12	CDP Portobello Project . . . . .		10
37	Central Library . . . . .		18
48	Chelsea Citizens Advice Bureau . . . . .		17
48	Chelsea Library . . . . .		18
50	Chelsea Open Air Nursery . . . . .		16
51	Chelsea Theatre . . . . .		19
52	Cheyne Children's Centre . . . . .		16
	City of Westminster College . . . . .		7
26	Clare Garden's Children's Centre . . . . .		16
30	Clement James Centre . . . . .		19
	Community Centres . . . . .		19
29	Connexions . . . . .		17
	Council Tax Benefit . . . . .		15
3	Dalgarno Community Centre . . . . .		19
3	Dalgarno Neighbourhood Trust . . . . .		3
	Directgov . . . . .		19
	Ealing, Hammersmith and West London College . . . . .		7
37	Exchange Group – Kensington Library . . . . .		7
48	Exchange Group – Chelsea Library . . . . .		7
32	Family Information Service . . . . .		15
	Further Education . . . . .		7
17	Golborne Children's Centre . . . . .		16
27	Harrow Club . . . . .		19
36	Housing Benefit . . . . .		15
34	Ingeus . . . . .		3
	Jobcentre Plus . . . . .		2, 14
8	Kensal Library . . . . .		18
7	Kensington and Chelsea College – Wornington Road . . . . .		7
	Kensington and Chelsea College – Hortensia Road . . . . .		7
35	Kensington and Chelsea College – Holland park Centre . . . . .		7
44	Kensington and Chelsea College – Marlborough Centre . . . . .		7
47	Kensington and Chelsea College – Park Walk Centre . . . . .		7
	Kensington and Chelsea College – Transition Skills Centres . . . . .		7, 9
	Kensington and Chelsea College – Maxilla Walk . . . . .		10
20	Kensington Citizens Advice Bureau . . . . .		17
36	Kensington and Chelsea Employment Projects . . . . .		11
38	Kensington Recruitment . . . . .		3
28	Latymer Family Centre . . . . .		16
	Learndirect . . . . .		19
39	London Electronics College . . . . .		7
21	Maxilla Children's Centre . . . . .		16
19	Migrant and Refugee Communities Forum . . . . .		4
18	Mind Skills Development Services . . . . .		11
4	Mind Skills Development Services Project Hut . . . . .		11
15	Muslim Cultural Heritage Centre . . . . .		4, 19
1	New Citizens Voice . . . . .		17
2	North Kensington Jobcentre Plus . . . . .		2, 14
10	North Kensington Law Centre . . . . .		17
23	North Kensington Library . . . . .		18
23	North Kensington Learning Space . . . . .		
33	Notting Hill Gate Library . . . . .		18
	Notting Hill Housing Trust . . . . .		9
13	NOVA New Opportunities . . . . .		4, 8
42	Nucleus Legal Advice Centre . . . . .		17
5	Octavia Foundation . . . . .		4
19	Open Age . . . . .		5, 12
	Paddington First . . . . .		5
14	Portobello Business Centre . . . . .		13
25	Portobello Film Festival . . . . .		9
	Prince's Trust Scheme . . . . .		13
	Queen's Park New Media Centre . . . . .		8
51	Regeneration Trust . . . . .		8
16	Renaissance Skills Centre . . . . .		11
41	Response Community Project . . . . .		8
	RESPONSE Industry Skills and Training . . . . .		13
	Royal Borough of Kensington and Chelsea . . . . .		5, 6, 12, 15, 18
45	Royal Court Studio . . . . .		9
31	Rugby Portobello Trust . . . . .		10
46	SMART . . . . .		5
24	St. Anne's Nursery School . . . . .		16
40	St. Cuthberts with St. Matthias CE Primary School and Earl's Court Children's Centre . . . . .		16
21	St. Quintin's Children's Centre . . . . .		16
	Tax Credits . . . . .		15
19	The Video College . . . . .		9
	Third Age Foundation . . . . .		5
6	Venture Centre . . . . .		19
49	Violet Melchett Children's Centre . . . . .		16
1	Volunteer Centre Kensington and Chelsea . . . . .		18
19	Westway Development Trust . . . . .		6, 12
51	World's End Neighbourhood Advice Centre . . . . .		18

Use the numbers on this map in conjunction with the index (page 20) to find the location of the organisation you are looking for in Kensington and Chelsea.



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**

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